



Garrison Command Newsletter

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MISSION

U.S. Army Garrison provides and maintains the installation infrastructure to:

- support power projection and training of III Corps units/soldiers;
- provide a quality living and working environment for soldiers, families, retirees, and authorized civilians;
- sustain an effective partnership with our surrounding communities;
- and support the III Corps / Fort Hood transformation process.

VISION

The Army's model power projection platform, training installation, and community. A great place to train, work, and live.

Troops to Teachers (TTT) Information Session

Learn more about TTT and teacher alternative certification programs by attending an information session on Friday, 15 Nov, 1400, at the Soldier Development Center, Bldg 33009, Rm C111/C113, 761st Tank Bn Ave (near Popeyes). (AG)

Learn How To Lead Change In Army Transformation!

Are you interested in improving your organizations' effectiveness? Your opportunity is just around the corner. How? APIC! What is APIC? APIC is the Army Performance Improvement Criteria (APIC), based on the principles of the Malcolm Baldrige Criteria for Performance Excellence. APIC simply rewords the Malcolm Baldrige Criteria to fit the unique nature of the Army Mission. APIC is an effective methodology to manage your organization through improvement of business processes and delivering continuous value to customers. How does APIC support the efforts of the

Army Transformation? By providing a systematic approach of dealing with change, raising an organization's performance expectations and standards, and by establishing common performance criteria to facilitate best management techniques and strategies.

If you want to meet the challenge of changing times and of Army Transformation, you have two great opportunities! The Strategic Planning Office is sponsoring APIC Training through distance learning 18-22 November 2002, and again 13-17 January 2002 with an onsite APIC Writer's Class. Here is your chance to learn how to lead change! Contact your training coordinator to make your reservation. This training is open to both military and civilian employees who may be interested in learning and/or applying the APIC/Baldrige within your organization or anyone who is responsible for conducting a unit/organization self-assessment.

For more information contact Mrs. Robinson, SPO, 618-7359. (SPO)

US Army NAF Employee Group Long Term Care Plan

The US Army Community and Family Support Center, NAF Employee Benefits Office is pleased to announce the latest addition to our NAF Employee Benefit Package, the US Army NAF Employee Group Long Term Care Plan.

This much requested program is designed to meet the need for long term care which chances are, you will need sometime during your life. In fact, one out of three people experience the need for long term care, whether it's for disability, home care assistance, or elderly care in an assisted living facility.

Now's the best time to take advantage of this opportunity to meet that need with the army's new group long term care plan

The Army NAF Employee Long Term Care Plan, provided by CNA, offers a wide range of features and benefit options, reasonable group rates by payroll deduction, and guaranteed issue for active employees. That means, as an active NAF employee, you cannot be turned down for coverage during the Open Enrollment Period and your rates will not increase as you grow older. Plus, your spouse, parents, grandparents, and in-laws are welcome to participate.

OPEN ENROLLMENT STARTED 1 OCTOBER and ENDS 15 DECEMBER. Watch your mail for additional information and check out the customized web site that was activated on 1 October. You may access this web site through our NAF Benefits web site at www.NAFBENEFITS.com.

NAF benefits briefing dates and times are 5 and 6 November 2002 at the Soldier Development Center, Bldg 33009, Rm G 5113. The 5 Nov hours are 0800-0930, 1000-1100, 1300-1400, and 1430-1530. The 6 Nov hours are 0800-0930 and 1000-1100. The speaker is Mr. Ron Courtney, Chief, Employee Benefits Branch. (DCA)

HEAR YE! HEAR YE!

There are wonderful prizes waiting for you. Just take your pick. It's simple. Between now and 31 January 2003 the Army Suggestion Program is sponsoring a campaign to garner your great ideas. When you submit your suggestion, your name will be placed in the "hat" for a drawing on 3 February 2003. The lucky winner may choose from the following prizes provided by DCA:

GIVE-AWAY COUPONS/CERTIFICATES

- \$ 5.00 GIFT CERTIFICATES
- \$10.00 GIFT CERTIFICATES
- \$25.00 GIFT CERTIFICATES
- BOWL ONE FREE GAME AT PHANTOM WARRIOR LANES
- ONE FREE GAME XTREME BOWLING
- ONE FREE ROUND OF GOLF
- LUNCH FOR TWO AT FHOC NOT TO EXCEED \$12.00
- ONE FREE SUNDAY BRUNCH
- ONE FREE BEEF & BURGUNDY
- ONE FREE LUNCH BUFFET AT SPORTS USA
- ONE FREE ROUND OF SKEET AT THE SPORTSMEN'S CENTER
- ONE FREE LUNCH AT THE SPORTSMEN'S CENTER

All you need to do to select your gift is to submit an eligible idea to the Army Suggestion Program. It's that simple.

For more details, call 287-IDEA or email Ms Soliz at Eloise.Soliz@hood.army.mil. This information is also available on the Public Folders – Garrison Public Folders/Strategic Planning Office, Army Suggestion Program.

**SUBMIT TODAY AND
BEAT THE RUSH!!**

ACS Information and Referral Office

The Army Community Service, Information & Referral Office offers assistance for those wishing to obtain their U.S. Citizenship. Briefings are held every Tuesday at 0930 in Albee Hall, 20th & Battalion Avenue. Those who attend the briefing need to bring a photocopy of their Permanent Resident Card and Military ID Card. Detailed instructions and applications for Naturalization will be distributed during the briefing. No appointment is necessary. For more information you may call 286-6253/287-3663. (DCA)

ACS, Advocacy and Prevention Branch (A&P Branch)

Military Family Month is an expansion of the 1983 American Family Society's Great American Family Program. In 1995, the Armed Services YMCA began to sponsor National Military Family Week to recognize the unique contributions of military family members as they support their service members and the nation. This year, National Military Family Week is 25 - 29 November. The National Family celebrations challenge each American family to preserve freedom, dignity, honor, and mutual trust among families, the community, and the armed services.

Please contact the A&P Branch Office for information about community activities and events that military families may enjoy! (286-6774) (DCA)

Job Fair

The Central Texas Community Job Fair will be 19 November, 1000 to 1500, at the Killeen Civic and Conference Center, 3601 S. W.S. Young Drive in Killeen. No-fee job fair preparation seminars will be held on the Central Texas College (CTC) campus 4 – 14 Nov. Pick up a seminar schedule at the ACAP Center, Bldg 126, behind Rivers Building at Casey Library or the CTC Career Center. Research employers at <http://ctc.tcob1.com> or www.workforcelink.com. Call the CTC Career Center at 526-1106 for additional information. (AG)

Organizational Transformation

An organization is more than a series of boxes and connecting lines on an organizational chart diagram. An organization is people providing a service. A lot of citizens associate bureaucratic red-tape with the service they receive from government employees, and don't always know what goes on behind the scenes with the interworkings of an organization.

The true story is that most government employees sincerely want

to do a good job, and help their organizations to succeed. Oftentimes poor service comes from the internal focus of organizations on fragmented objectives, complicated procedures, and a hierarchical structure that inhibits the performance of the organization.

There is dramatic proof that a government organization can transform itself and turn its performance around, while helping employees derive greater satisfaction from their work. One way of solving real problems in poorly operating organizations is performance-based transformation. Organizations can achieve performance-based transformation by redesigning their structure around the mission, and enhance core processes to produce services or products. One of the primary core processes has to do with an organization's human capital.

For performance transformation to take place, major changes must take place in the traditional roles played by managers and employees. Managers must be willing to let go of authority, and employees must be willing to take on responsibilities with accountability. Without empowerment, an organization has little hope of creating an organizational culture of continuous improvement, increased productivity, quality, or efficiency.

- Vivian C. Robinson, SPO

Thrift Investment Board Announces Delay Of New Record Keeping System

The Thrift Savings Plan (TSP) has announced that its newly developed record keeping system for the TSP will not be implemented in November 2002 as targeted, and that a new implementation date has not yet been set. The system has been built and historical participant records required for migration to the new system have been converted; verification of their accurate and complete conversion is almost finished. However, results of the "parallel testing" phase -- using actual daily transaction input from Federal agencies -- have demonstrated that the system does not process certain very high volumes of TSP transactions

which occur periodically (such as contributions from the U.S. Postal Service) with enough reserve time to resolve any processing problems that might arise. (With nearly three million participants, the TSP has the largest daily transaction volume of any 401(k)-type plan in the world.)

Evaluation of approaches to achieve the requisite increase in the system's processing speed is now underway, but sufficient progress has not yet been made in this effort to permit the establishment of a new schedule for system implementation. The Board will announce a schedule for implementation when it has the information to do so. In the interim, the Board will continue to use its current well-proven monthly valued system.

You can check the TSP Web site at www.tsp.gov for future developments.

DPW CA Update

The CA office at the Installation Support Activity (formerly FORSCOM) is reviewing the Final Decision Report that summarizes the results of the CA study competition. After their review and approval, ISA will notify Congress of the final study decision, thus completing the final approval phase of the process. Final approval of this report will initiate finalizing of timelines for transition to the MEO.

Work efforts continue on other steps needed for implementing the Most Efficient Organization (MEO). West CPOC, assisted by our local CPAC and other installation activities, is conducting a "mock" RIF, reviewed and verified job descriptions, and is working other actions to prepare for a RIF later in the year to realign our workforce.

DPW will provide updated information as it becomes available, by means of email, newsletters, and in particular the DPW website. Continuing to maintain good communication with all members of the DPW workforce and our installation partners remains a primary goal during this transition period. [DPW]

Open Season For Federal Employees Health Benefits

Open Season for Federal Employees Health Benefits (FEHB) is 11 November through 9 December. During this time, any eligible employee who is not currently enrolled may enroll, and any eligible enrollee may change from one plan or option to another, from self only to self and family, or make a combination of these changes. In addition, open season allows employees to change their premium conversion election (waive or begin participation).

Employees who wish to continue their FEHB enrollments and premium conversion elections do not need to take any action during this open season. However, employees whose plans will not be participating in the FEHB program after 31 December 2002 or whose plans dropped the enrollment code they are enrolled in must enroll in a different plan to continue FEHB coverage in 2003. The HMO Blue Texas plan will not be offering HMO coverage during 2003 to federal employees living in the Texas service areas of Northeast, Central, and West Territories. The effective date of FEHB Open Season elections for Department of the Army civilian employees will be 12 January 2003.

Since Open Season is approaching soon, employees need to be planning ahead and deciding what questions they want to ask of the current or prospective carriers. Many times a Plan sounds good by word of mouth from a co-worker, but once in the Plan, the employee finds out that their needs are not being met or that the doctor they had been going to previously isn't a Preferred Provider. Employees need to understand which Plans have deductibles, what their catastrophic limits are, and if there is an associate membership fee that the employee must pay yearly to that Plan. It is important that employees read the brochures carefully and ask questions of the carrier before they sign up.

Open Season elections may be made via the Army Benefits Center – Civilian (ABC-C) using the

Employee Benefits Information System (EBIS) at <https://www.abc.army.mil> or by calling the Interactive Voice Response System (IVRS) at 1-877-276-9287 or 1-877-276-9833 (TDD Number). Counselors are available through the IVRS from **0600 TO 1800** Central Standard Time **Monday Through Friday (except holidays)**! To speak with a counselor you will need a Personal Identification Number (PIN) or to access ABC-C using EBIS you will need a PIN number and password. Do you have your PIN number and password? Need help getting one? The Support Section at CPAC will be glad to help you. Please call 288-2059 or 288-2016 to schedule an appointment. Employees who need to establish a Personal Identification Number (PIN) and or password should have a copy of their most recent Leave and Earnings Statement or Notification of Personnel Action to refer to for the Service Computation Date and correct pay grade.

The CPAC will host a Health Benefits Fair on 19 November from 0900 until 1500 at Bldg 4335, South 77th Street (across the street from CPAC). All major carriers for the Federal employees we serve have been invited to attend. The new Plan Comparison Chart for 2003 with rates will be on the Office of Personnel Management's (OPM) web site the beginning of November. The Guides and brochures will be available for downloading and printing. The OPM web site will contain links from the Guides and brochures to health plan web sites for information about the plans, as well as links to other related web sites. Employees may start contacting the carriers at the telephone numbers and web addresses that are provided below. A Sign Language Interpreter will be available from 1000 – 1200. In addition, the Health Promotion Program will provide free blood pressure screenings. Civilian Retirees are welcome to attend, but must make their elections through the Office of Personnel Management (OPM) by calling 1-888-767-6738.

- Alliance - <http://www.ahbp.com> (1-202-939-6325)
- APWU - <http://www.apwuhp.com> (1-800-222-2798)

- Blue Cross/Blue Shield - <http://www.fepblue.org> (1-800-442-4607)
- FirstCare - <http://www.firstcare.com> (1-800-884-4901)
- GEHA - <http://www.geha.com> (1-800-821-6136)
- Humana - <http://www.humana.com> (1-888-393-6765)
- Postmaster - <http://www.postmasters.org/pbp.asp> (1-703-683-5585)
- Mail Handlers - <http://www.mhbp.com> (1-800-410-7778)
- NALC - <http://www.nalc.org/depart/hbp> (1-888-636-6252)
- FEHB Plan Comparison Chart - www.opm.gov/insure (CPAC)

Employee Member Self Service (E/Mss) Changes To



MyPay, formerly E/MSS, offers faster enhanced services, security, accessibility and reliability to all customers of DFAS worldwide. With myPay, you can:

- View, print, and save leave and earnings statements
- View and print tax statements
- Change federal and state tax withholdings
- Update bank account and electronic fund transfer information
- Manage allotments
- Make address changes
- Purchase U.S. Savings Bonds
- View and print travel vouchers
- Control Thrift Savings Plan enrollment

Use your existing E/MSS PIN to log on at www.dfas.mil/mypay. Need a new PIN?

- Civilians, active Air Force and Marine Corps, all Reservists, and military retirees receive PINs by mail. If you need a new PIN, just click “need new PIN.” Log on once you receive your PIN in the mail.
- Active Army and Navy may request PINs by faxing name, social security number, phone number, signature, and copy of a government ID to DFAS at

216-522-5800. Then, log on following the instructions provided.

You can change your PIN online in myPay. To change your PIN, select the “Change PIN” option from the main menu.

MyPay combines strong encryption and secure socket layer (SSL) technology with your social security number (SSN) and personal identification number (PIN) to safeguard your information from any unauthorized access.

MyPay’s new design helps you find the information and complete the transactions you want in just three clicks. Available nearly around the clock, myPay means no waiting in lines or holding on the phone. With clear confirmation messages, myPay means confidence in knowing your pay is going where it should, when it should.

As a DoD employee, military member, retired service member, or annuitant you will have unprecedented control over your pay account. You’ll have immediate access to your information and can change your pay preferences online. You will save time. Your Service will save money.

Help is always available for myPay online. For assistance, you can call customer support at 1-800-390-2348, Monday through Friday between 0700. and 1930 Eastern. (CPAC)

**Check out the Fort Hood
ICE Page at**

<http://ICE.DISA.MIL/>

Catch The **FISH** Philosophy!

FISH is about a group of fishmongers at the World Famous Pike Place Fish Market, who have created a new work philosophy. Years ago, their attitude had been affected by the dreariness of long work hours, smelly fish, and cold lockers. They chose to change the attitude that they brought to work by creating a totally different environment. This is called the **FISH!** philosophy, which has been adopted by many large corporations to

boost morale and make innovative improvements in their business processes.

Are you interested in learning more about **FISH!** We have the resources available, which include a speaker who can present a live learning presentation, along with the award-winning films **FISH!**, **FISH! STICKS**, and **FISH! TALES**. If you would like us to speak to your organization or group about the **FISH!** philosophy, please contact the SPO at 618-7359.

Army Baseline Services (ABS)

Effective 1 October 2002 (FY03), Garrison Commanders are to continue to provide standard levels of service, and above standard levels of service, to all installation customers IAW available FY 03 base support resources. The Installation Management Activity (IMA) Regions and garrisons preparing new interservice or intraservice agreements (DD Form 1144) with installation customers will continue to do so in accordance with existing procedures. All existing base support agreements will be updated as applicable.

The key policy change effective in FY03 is for the US Army Reserve (USAR). USAR Regional Support Commands are funded to reimburse the active installation for maintenance and repair of US Army Reserve Centers and US Army Reserve Vehicle Maintenance Facilities. USAR receives all other base operations support (BOS) on a non-reimbursable basis equal to the FY 02 levels of service or within available FY 03 resource levels. In POM 04-09, USAR SRM requirements are programmed in accordance with the policy change.

In FY 03, the Army Baseline Services (ABS) will **not** be the basis for establishing baseline services and reimbursable relationships. The ABS prescribes the 95 essential base support services that installations provide to Army customers, and defines service levels provided on a non-reimbursable basis. The OACSIM, Plans and Operations Division is leading a task force with

HQDA staff functionals to refine or develop standards and metrics for each service. The Cost and Economic Analysis Center (CEAC) will develop the cost estimating relationships. New/revised Army baseline standards should be completed by November 2002. OACSIM and the IMA will then develop the implementation plan for incorporating these standards into POM 06-10.

In FY03, POM 05-09, Standard Service Costing (SSC) will be incorporated into the AIM-HI model and used to generate the Base Operations Support requirements. Currently, the majority of the SSC cost factors are based on workload drivers. As ABS standards are developed, costs will be based on providing services IAW the new standards.

Once the Army has completed the development/revision of Army Baseline Standards, the revised Army Reimbursable Policy will be posted to the OACSIM web site Hot Topics. (10 Oct 02 memo from LARRY J. LUST, Major General, GS, Assistant Chief of Staff for Installation Management)

For more information, contact Mr. Bob Easter, SPO, 618-7351.

Hood Hero

The Commanding General's Quarterly Hood Hero Awards Luncheon was held 29 Oct at the Fort Hood Officers' Club.

Approximately 84 teams and/or individuals were presented awards by LTG B.B. Bell, III Corps Commander, and COL William Parry, Garrison Commander. Awards were presented to: Sue Beckman -Honorary Phantom Warrior; Rufus Walker and Blain Cortright - Customer Service Excellence, Individual; Personal Property Section and 230th Finance Team - Customer Service Excellence, Team; Port Support Activity and Troop Issue Subsistence Activity - Team of Excellence; Dirk A. Davis - Individual Quality and Civilian Employee of the Quarter, 3d Qtr; Stanley Gehler - Individual Quality and Civilian Employee of the Quarter, 4th Qtr; 2LT Anne Richmond -

Volunteer in the Communities; Terry McCarver - Outstanding Commitment to a Job and Civilian Employee of the Quarter, 4th Qtr; SPC Erica Humphrey - Soldier of the Year; SSG Canndice Taylor - NCO of the Year; PFC Theodore Cooper - Air Traffic Controller of the Quarter; Robert Sullivan and Russell Coburn - 40 Years Civilian Length of Service; John Foster, Judy Carey, Ethel Chambers, Sue Everts, and David Wrbas - 30 Years Civilian Length of Service; Victor Garcia - and CPT William Black - Civilian Firefighters of the Quarter; SPC Luis Nieves - Military Firefighter of the Quarter; SSG Michael Statton - DA Military Firefighter of the Year; Cynthia Forrester and Claudia Tucci - Volunteers of the Quarter; Andrew Kim - Youth Volunteer of the Quarter; Tommie Tucker and Julius Ulmer - Civilian Employees of the Quarter, 3d Qtr; CW2 Richard Kopitskie - Army Suggestion Program; TSGT Joseph Nichols, CPT Timothy Jacobsen, LTC John Hadjis, and MAJ Michael Rauhut - Golden Pen Awards; 1st Med Bde - Retention, Small Bde, 3d Qtr & 2002; 13th COSCOM - Retention, Large Unit, 3d Qtr, 4th Qtr & 2002; DIVARTY 4ID, Retention, Large Bde, 3d Qtr & 2002; 504th MI - Retention, Small Bde, 4th Qtr; 64th CSG, Retention, Large Bde, 4th Qtr; SSG Nicholas Loibi & SPC James Woodcock - Police Officers of the Quarter; Lisa Lorenz-Bass - FORSCOM & DA Recreation Employee of the Year and Civilian Employee of the Quarter, 4th Qtr; 13th Finance - FORSCOM Safety; 15th MI Bn, 303d MI Bn, 2/4 Avn Reg, 104th MI Bn, 404th Avn Spt Bn, 49th Trans Bn; Spec Trps Bn, 61st ASB, 15th PSB, 502d PSB, 546th PSB, 215th Fin Bn, 3d Pers Grp, 230th Finance Bn - Safety 12 months accident free; Darnall/MEDDAC, DCA, HQ III Corps, SGT Joseph Angelone, HQ 27th MSB, HQ OTC, HHC 544th Maint Bn, DOL, HQ 21st Cav Bde, HHC 1114th Sig Bn, 289th QM Co, HQ 504th MI Bde, HHC 303 MI Bn, HQ 4th Avn Reg, 3d Pers Grp, HHC 21st Combat Spt Hosp, 712th ASOS, Mrs. Renea Havard, Comanche II, 27th MSB, and John Hutchinson - Recycle.

Hood Hero awards luncheons for 2003 are scheduled for 31 Jan, 29 Apr, 1 Aug, and 31 Oct at the Fort Hood Officers' Club.

For more information, visit the Garrison Public Folders/Awards & PR/Hood Hero. POC for the Hood Hero Awards Program is Cathy Davis, 618-7357. (SPO)

Assistance to San Saba State School

The San Saba State School is a secure, high restriction correctional facility operated by the Texas Youth Commission, the agency that administers the juvenile corrections system for the state of Texas. The facility became operational as a part of TYC on February 5, 1996. The youth population is comprised of approximately 370 male, juvenile offenders from the ages of 10 to 21 years old. The majority of youth assigned at San Saba are classified as violent offenders. However, youth of all offenses comprise the total population. A structured, rehabilitative program is afforded to all youth placed in this correctional facility. The volunteer board expressed a desire to develop a Strategic Plan to better incorporate change. During a visit, the Garrison School Liaison Officer was asked if Fort Hood could assist them in preparing a Strategic Plan. Mr. Fred Chavez asked the Chief, Strategic Planning Office if they could assist in that effort. An "off-site" was scheduled at Fort Hood after initial talks between representatives of the two offices and the director of the volunteer board. To prepare for the event, a pre-conference survey was sent to the board and the answers provided a good starting point for the Strategic Planning Workshop. After a workshop on 16 October, the members of the school board left with additional taskings and questions to answer in preparation for the final meeting and work shop set for mid-November. All parties are anticipating completion of their Strategic Plan before the start of the Christmas holiday period. POCs are Mr. Fred Chavez, 288-7946 or Mr. Bob Easter, 618-7351. (SPO)